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Selling in Tough Times

It's no secret that you can't improve your organization's performance without measuring it. In fact, every function, unit, process, and the

organization as a whole, is built and run according to the parameters and expectations of its measurement system. So you'd better make sure you're doing it right. All too often, performance measurement creates dysfunction, whether among individuals, teams, or across entire divisions and companies. Most traditional measurement systems actually encourage unhealthy competition for personal gain, creating internal conflict and breeding distrust of performance measurement. Transforming Performance Measurement presents a breakthrough approach that will not only significantly reduce those dysfunctions, but also promote alignment with business strategy, maximize cross-enterprise integration, and help everyone to work collaboratively to drive value throughout your organization. Performance improvement thought leader Dean Spitzer explains why performance measurement should be less about calculations and analysis and more about the crucial social factors that determine how well the measurements get used. His "socialization of measurement" process focuses on learning and improvement from measurement, and on the importance of asking such questions as: How well do our measures reflect our business model? How successfully are they driving our strategy? What should we be measuring and not measuring? Are the right people having the right measurement discussions? Performance measurement is a dynamic process that calls for an awareness of the balance necessary between seemingly disparate ideas: the technical and the social aspects of performance measurement. For example, you need technology to manage the flood of data, but you must make sure

that it supports the people who will be making decisions and taking action crucial to your organization's success. This book shows you how to design that technical-social balance into your measurement system. While it is urgent to start taking action now, transforming your organization's performance measurement system will take time. Transforming Performance Measurement gives you assessment tools to gauge where you are now and a roadmap for moving, with little or no disruption, to a more "transformational" and mature measurement system. The book also provides 34 TMAPs, Transformational Measurement Action Plans, which suggest both well-accepted and "emergent" measures (in areas such as marketing, human resources, customer service, knowledge management, productivity, information technology, research and development, costing, and more) that you can use right away. In the end, you get what you measure. If you measure the wrong things, you will take your company farther and farther away from its mission and strategic goals. Transforming Performance Measurement tells you not only what to measure, but how to do it -- and in what context -- to make a truly transformational difference in your enterprise.

Getting (More of) What You Want

Proven strategies for harnessing the power of social media to drive social change Many books teach the mechanics of using Facebook, Twitter, and YouTube to compete in business. But no book addresses how to harness the incredible power of social media to make

a difference. The Dragonfly Effect shows you how to tap social media and consumer psychological insights to achieve a single, concrete goal. Named for the only insect that is able to move in any direction when its four wings are working in concert, this book Reveals the four "wings" of the Dragonfly Effect-and how they work together to produce colossal results Features original case studies of global organizations like the Gap, Starbucks, Kiva, Nike, eBay, Facebook; and start-ups like Groupon and COOKPAD, showing how they achieve social good and customer loyalty Leverage the power of design thinking and psychological research with practical strategies Reveals how everyday people achieve unprecedented results-whether finding an almost impossible bone marrow match for a friend, raising millions for cancer research, or electing the current president of the United States The Dragonfly Effect shows that you don't need money or power to inspire seismic change.

The New Solution Selling

Employees who possess problem-solving skills are highly valued intoday?s competitive business environment. The question is how canemployees learn to deal in innovative ways with new data, methods,people, and technologies? In this groundbreaking book, ArthurVanGundy -- a pioneer in the field of idea generation and problemsolving -- has compiled 101 group activities that combine to make aunique resource for trainers, facilitators, and human resourceprofessionals. The book is filled with idea-generation activitiesthat simultaneously teach the

underlying problem-solving and creativity techniques involved. Each of the book's 101 engaging and thought-provoking activities includes facilitator notes and advice on when and how to use the activity. Using 101 Activities for Teaching Creativity and Problem Solving will give you the information and tools you need to: Generate creative ideas to solve problems. Avoid patterned and negative thinking. Engage in activities that are guaranteed to spark ideas. Use proven techniques for brainstorming with groups. Order your copy today.

Non-Manipulative Selling

An innovative new valuation framework with truly useful economic indicators *The End of Accounting and the Path Forward for Investors and Managers* shows how the ubiquitous financial reports have become useless in capital market decisions and lays out an actionable alternative. Based on a comprehensive, large-sample empirical analysis, this book reports financial documents' continuous deterioration in relevance to investors' decisions. An enlightening discussion details the reasons why accounting is losing relevance in today's market, backed by numerous examples with real-world impact. Beyond simply identifying the problem, this report offers a solution—the Value Creation Report—and demonstrates its utility in key industries. New indicators focus on strategy and execution to identify and evaluate a company's true value-creating resources for a more up-to-date approach to critical investment decision-making. While entire industries

have come to rely on financial reports for vital information, these documents are flawed and insufficient when it comes to the way investors and lenders work in the current economic climate. This book demonstrates an alternative, giving you a new framework for more informed decision making. Discover a new, comprehensive system of economic indicators Focus on strategic, value-creating resources in company valuation Learn how traditional financial documents are quickly losing their utility Find a path forward with actionable, up-to-date information Major corporate decisions, such as restructuring and M&A, are predicated on financial indicators of profitability and asset/liabilities values. These documents move mountains, so what happens if they're based on faulty indicators that fail to show the true value of the company? *The End of Accounting and the Path Forward for Investors and Managers* shows you the reality and offers a new blueprint for more accurate valuation.

The Dragonfly Effect

What's the secret to sales success? If you're like most business leaders, you'd say it's fundamentally about relationships-and you'd be wrong. The best salespeople don't just build relationships with customers. They challenge them. The need to understand what top-performing reps are doing that their average performing colleagues are not drove Matthew Dixon, Brent Adamson, and their colleagues at Corporate Executive Board to investigate the skills, behaviors, knowledge, and attitudes that matter most

for high performance. And what they discovered may be the biggest shock to conventional sales wisdom in decades. Based on an exhaustive study of thousands of sales reps across multiple industries and geographies, *The Challenger Sale* argues that classic relationship building is a losing approach, especially when it comes to selling complex, large-scale business-to-business solutions. The authors' study found that every sales rep in the world falls into one of five distinct profiles, and while all of these types of reps can deliver average sales performance, only one—the Challenger—delivers consistently high performance. Instead of bludgeoning customers with endless facts and features about their company and products, Challengers approach customers with unique insights about how they can save or make money. They tailor their sales message to the customer's specific needs and objectives. Rather than acquiescing to the customer's every demand or objection, they are assertive, pushing back when necessary and taking control of the sale. The things that make Challengers unique are replicable and teachable to the average sales rep. Once you understand how to identify the Challengers in your organization, you can model their approach and embed it throughout your sales force. The authors explain how almost any average-performing rep, once equipped with the right tools, can successfully reframe customers' expectations and deliver a distinctive purchase experience that drives higher levels of customer loyalty and, ultimately, greater growth.

The Close

Beat the odds with a bold strategy from McKinsey & Company “Every once in a while, a genuinely fresh approach to business strategy appears” – legendary business professor Richard Rumelt, UCLA McKinsey & Company’s newest, most definitive, and most irreverent book on strategy—which thousands of executives are already using—is a must-read for all C-suite executives looking to create winning corporate strategies. *Strategy Beyond the Hockey Stick* is spearheading an empirical revolution in the field of strategy. Based on an extensive analysis of the key factors that drove the long-term performance of thousands of global companies, the book offers a ground-breaking formula that enables you to objectively assess your strategy’s real odds of future success. “This book is fundamental. The principles laid out here, with compelling data, are a great way around the social pitfalls in strategy development.” — Frans Van Houten, CEO, Royal Philips N.V. The authors have discovered that over a 10-year period, just 1 in 12 companies manage to jump from the middle tier of corporate performance—where 60% of companies reside, making very little economic profit—to the top quintile where 90% of global economic profit is made. This movement does not happen by magic—it depends on your company’s current position, the trends it faces, and the big moves you make to give it the strongest chance of vaulting over the competition. This is not another strategy framework. Rather, *Strategy Beyond the Hockey Stick* shows, through empirical analysis and the experiences of dozens of

companies that have successfully made multiple big moves, that to dramatically improve performance, you have to overcome incrementalism and corporate inertia. “A different kind of book—I couldn’t put it down. Inspiring new insights on the facts of what it takes to move a company’s performance, combined with practical advice on how to deal with real-life dynamics in management teams.” —Jane Fraser, CEO, Citigroup Latin America

Secrets of Question-Based Selling

Selling is getting tougher for one key reason. Many customers have invested in their procurement function in order to be smarter buyers of goods and services. Ever since the great recession, organizations of all sizes and types have learned to use procurement as a strategic profit lever. Unfortunately, many sales teams haven't figured out how to keep up with this new threat. Often the result is lost sales, margin erosion, and frustrated salespeople. It doesn't have to be this way. Based on direct experience working in procurement leadership for a Fortune 50 business, as well as teaching global procurement, working in key account management, and research, the author provides perspectives for how sales professionals can better understand the modern procurement organization. Originally published as a short booklet in e-book format only, it has now been converted to print form based on many requests (about 65 pages in printed form). It is intended to compliment your existing sales and negotiation methodologies. Get beyond the procurement tactics

you see to understand what drives procurement's behaviors. Learn how to spot emerging threats from procurement that could cost you the next deal. Find hidden sales opportunities by understanding procurement's goals. Exploit their fears and needs in your next negotiation. Gain confidence in using your value in selling to procurement. This is a field guide to empower sales professionals to better handle procurement to achieve sales success in an increasingly challenging environment.

The Challenger Customer

No longer just for CEOs, celebrities, and the socially savvy, building a personal brand is now everyone's business. In today's era of brand you, customers search your virtual identity before they meet you, unqualified competitors work to outrank you online, and the global marketplace compels you to select a specific field of expertise. Drawing on two decades of Public Relations, reputational management, and personal brand-building, Fleur Brown shows you how to take control of your commercial destiny to create your own authentic, unique personal brand.

Children Moving

Thanks to internet and the ease in accessing information, the competition which was across the city now is just a mouse click away. Contextual Selling – A New Sales Paradigm for the 21st Century provides a simple and practical framework for the practising sales professionals. Whether you are a manager or a

field sales executive, one needs to have the competencies of Emotional Intelligence, Intelligence Quotient & the Conceptual Skills to succeed in a highly competitive and globalized market. The author in his humorous and witty style shows the games played by customers, the sales executives and the managers and the strategies to survive and grow in a cut-throat business environment.

The SPIN Selling Fieldbook: Practical Tools, Methods, Exercises and Resources

True or false? In selling high-value products or services: 'closing' increases your chance of success; it is essential to describe the benefits of your product or service to the customer; objection handling is an important skill; open questions are more effective than closed questions. All false, says this provocative book. Neil Rackham and his team studied more than 35,000 sales calls made by 10,000 sales people in 23 countries over 12 years. Their findings revealed that many of the methods developed for selling low-value goods just don't work for major sales. Rackham went on to introduce his SPIN-Selling method. SPIN describes the whole selling process: Situation questions Problem questions Implication questions Need-payoff questions SPIN-Selling provides you with a set of simple and practical techniques which have been tried in many of today's leading companies with dramatic improvements to their sales performance.

Selling Value

Take a random sampling of managers and executives and you will inevitably encounter the good, the bad, and the inept. But there are those rare souls who are excellent bosses, who achieve great results while retaining their staff's loyalty, affection, and exemplary performance. Who are these elite performers—these Superstar leaders? And how can you become one? Superstar Leadership identifies key habits of the best and worst bosses. This 31-day book uses nine key performance drivers to evaluate and help leaders quickly increase results and sustain them. Each evaluation and activity hones your leadership skills, transforming you into a Superstar leader. Do you want to earn more money for your company? Electrify your department? Increase customer loyalty, sales, and productivity while simultaneously decreasing turnover, improving innovation, and having fun? Superstar Leadership will show you how. You will learn: Why 50 percent of managers fail, and how to avoid being one of them Seven keys to employee motivation The high-performance formula that will catapult your career success The nine strategies of a Superstar leader How to create a high-performing team and exceed your goals And much more!

Superstar Leadership

Creativity is all around us. Not in art galleries. But on the train, at work, in the street outside, and in schools, hospitals and restaurants. Creative vision exists wherever people are. In this entertaining collection of real-life stories, Dave Trott applies his crystal clear lens to define what genuine creative

vision looks like. It is problem solving, clarity of thought, seeing what others do not see, and removing complexity to make things as simple as you can. The timeless lessons revealed here can be applied in advertising, business and throughout everyday life. By seeing things differently, you can think differently, and change the world around you. Dave Trott shows you how.

Selling to Procurement

Keeping the Funnel Full

The Close lays out the framework, mechanics and delivery for the human mind so that you can effectively influence and persuade anyone regardless of your experience level.

Strengths Based Selling

Purpose is changing the way we work and how customers choose business partners. In Red Goldfish, Stan Phelps and Graeme Newell share cutting edge examples and reveal the eight ways businesses can embrace purpose that drives employee engagement, fuels the bottom line, and makes an impact on the lives of those it serves. Red Goldfish is the fifth color in the Goldfish Series of books. It focuses on how purpose is driving loyalty and becoming the ultimate differentiator in business.

CREATIVE BLINDNESS (AND HOW TO

CURE IT)

Demonstrates the skill themes of over-hand throwing, catching, and jumping for height, showing the basic body movement patterns of children at different proficiency levels.

101 Activities for Teaching Creativity and Problem Solving

"After I sent my team to the Question Based Selling program, not only was the feedback from the training outstanding, but we experienced an immediate positive impact in results."—Jim Cusick, vice president of sales, SAP America, Inc. "Following the program, even our most experienced salespeople raved, saying QBS was the best sales training they have ever experienced!"—Alan D. Rohrer, director of sales, Hewlett Packard For nearly fifteen years, *The Secrets of Question Based Selling* has been helping great salespeople live you deliver big results. It's commonsense approach has become a classic, must-have tool that demonstrates how asking the right questions at the right time accurately identifies your customer's needs. But consumer behavior and sales techniques change as rapidly as technology—and there are countless contradictory sales training programs promising results. Knowing where you should turn to for success can be confusing. Now fully revised and updated, *The Secrets of Question Based Selling* provides a step-by-step, easy-to-follow program that focuses specifically on sales effectiveness—identifying the strategies and

techniques that will increase your probability of success. How you sell has become more important than the product. With this hands-on guide, you will learn to: Penetrate more accounts Overcome customer skepticism Establish more credibility sooner Generate more return calls Motivate different types of buyers Develop more internal champions Close more sales faster And much, much more

Strategy Beyond the Hockey Stick

In today's markets, success no longer depends on communicating the value of products or services. It rests on the crucial ability to create value for customers. Sales forces need to retool current strategies by recognizing the customer's dominant power in today's economy and what that means for those who sell. Capitalizing on research into the practices of cutting edge companies, the authors show how the successful sales force breaks away from traditional thinking and transforms themselves into complex business processes with multiple sales approaches and selling models that meet the demands of today's sophisticated customers.

Business Communication

Now in its fifth edition, the hugely popular Digital Marketing Excellence: Planning, Optimizing and Integrating Online Marketing is fully updated, keeping you in line with the changes in this dynamic and exciting field and helping you create effective and up-to-date customer-centric digital marketing plans. A

practical guide to creating and executing digital marketing plans, it combines established approaches to marketing planning with the creative use of new digital models and digital tools. It is designed to support both marketers and digital marketers, and students of business or marketing who want a thorough yet practical grounding in digital marketing. Written by two highly experienced digital marketing consultants, the book shows you how to: Draw up an outline digital marketing plan Evaluate and apply digital marketing principles and models Integrate online and offline communications Implement customer-driven digital marketing Reduce costly trial and error Measure and enhance your digital marketing Learn best practices for reaching and engaging your audiences using the key digital marketing platforms like Apple, Facebook, Google and Twitter. This new edition seamlessly integrates the latest changes in social media technology, including expanded coverage of mobile technology, demonstrating how these new ways to reach customers can be integrated into your marketing plans. It also includes new sections on data analytics, clearly demonstrating how marketers can leverage data to their advantage. Offering a highly structured and accessible guide to a critical and far-reaching subject, *Digital Marketing Excellence, Fifth Edition*, provides a vital reference point for all students and managers involved in marketing strategy and implementation.

Contextual Selling

Forensic Anthropology: Current Methods and Practice—winner of a 2015 Textbook Excellence Award (Texty) from The Text and Academic Authors Association—approaches forensic anthropology through an innovative style using current practices and real case studies drawn from the varied experiences, backgrounds, and practices of working forensic anthropologists. This text guides the reader through all aspects of human remains recovery and forensic anthropological analysis, presenting principles at a level that is appropriate for those new to the field, while at the same time incorporating evolutionary, biomechanical, and other theoretical foundations for the features and phenomena encountered in forensic anthropological casework. Attention is focused primarily on the most recent and scientifically valid applications commonly employed by working forensic anthropologists. Readers will therefore learn about innovative techniques in the discipline, and aspiring practitioners will be prepared by understanding the necessary background needed to work in the field today. Instructors and students will find Forensic Anthropology: Current Methods and Practice comprehensive, practical, and relevant to the modern discipline of forensic anthropology. Winner of a 2015 Most Promising New Textbook Award from the Text and Academic Authors Association Focuses on modern methods, recent advances in research and technology, and current challenges in the science of forensic anthropology Addresses issues of international relevance such as the role of forensic anthropology in mass disaster response and human rights investigations Includes chapter summaries, topic-oriented case studies, keywords, and reflective

questions to increase active student learning

Trust-Based Selling

An Arsenal of Shrewd Tactics and Winning Strategies to Make You a Major Account Sales Success Knowing how to get to the decision maker, deal with the competition, understand buyer psychology, and service the client--these are the keys to success when you need to nail down major accounts. Now, for the first time, here's a book of practical, proven-effective strategies and tactics for the entire major account sales cycle. Based on Neil Rackham's exhaustive research, the strategies you'll find here will enable you to . . . Tailor your selling strategy to match each step in the client's decision-making process. Ensure that you won't lose your customers because you'll know the psychology of the buyer and how to respond to their doubts. Gain entry to accounts through many different windows of opportunity. Deal with competitive situations, take on bigger competitors, and win using strategies that the author's meticulous research shows are employed by the most successful salespeople. Handle negotiations, concessions on price, and term agreements skillfully and effectively. Offer the ongoing technical and maintenance support that keeps your major accounts yours. From a world-renowned sales innovator, this first-of-a-kind A-to-Z presentation of major account strategy puts sales success in your hands. Make it yours today. Read Major Account Sales Strategy.

Winning the Professional Services Sale

SELLING VALUE is 305 pages of solid content to help you out perform your competition while keeping your customers happy. It is presented in four parts: Mastering the Head Game; Your Blueprint for Sales Success; Understanding Your Customer; and Securing and Growing the Business; The fifteen chapters outline the most critical content for exceptional sales results in a competitive environment. One premise set forth is that the most important definition of value is your prospect's definition! If properly queried, ten prospects might well give you ten different answers and to what they value most. With exceptional skills of differentiating and adapting the value elements of your deliverables, you can hit the mark for all ten of them! From the important basics in Part I to the advanced selling skills in Part IV, you will gain many ideas from this content-rich work on the skill of SELLING VALUE for greater successsds!

Rethinking the Sales Force: Redefining Selling to Create and Capture Customer Value

Two top business professors offer up the only negotiation book you'll ever need Do you know what you want? How can you make sure you get it? Or rather, how can you convince others to give it to you? Almost every interaction involves negotiation, yet we often miss the cues that would allow us to make the most of these exchanges. In Getting (More of) What You Want, Margaret Neale and Thomas Lys draw on the latest advances in psychology and behavioral economics to provide new strategies for negotiation

that take into account people's irrational biases as well as their rational behaviors. Whether you're shopping for a car, lobbying for a raise, or simply haggling over who takes out the trash, *Getting (More of) What You Want* shows how negotiations regularly leave significant value on the table-and how you can claim it.

The Challenger Sale

An updated and revised version of the business classic *PowerBase Selling* *Power Base Selling*, originally published in 1990, leftreaders with an understanding of and language for gaining politicaladvantage within accounts. Now famous among sellers, the concept ofaligning with powerful customer individuals or "Foxes" is taken to a new level. *The New Power Base Selling* offers an updatedand more in-depth edition of the original classic with anempirically based breakthrough to significantly increasing salesperformance. It explains how competitive selling is as much a matter of politics, customer value, and strategy as it is a management science. Based on data from one of the most comprehensive sales surveysin the sales training industry, along with over 50,000 dealreviews, *The New Power Base Selling* will help salespeoplequickly outfox the competition, impress customers with unexpectedvalue, and achieve new levels of professional success. *Create Demand*, as well as competitively *Service Demand* Quickly leverage "Situational Power Bases" to drive up winrates Provide customers with value that advances their

criticalbusiness initiatives Effectively use LinkedIn, Facebook, Twitter, and other socialtools in a sales campaign Increase customer satisfaction and competitivedifferentiation See measurable gains and exceed quota when you leverage customerpolitics, value, and competitive strategy.

Strategic Selling

#1 New York Times Business Bestseller #1 Wall Street Journal Business Bestseller #1 Washington Post bestseller From the bestselling author of Drive and A Whole New Mind comes a surprising--and surprisingly useful--new book that explores the power of selling in our lives. According to the U.S. Bureau of Labor Statistics, one in nine Americans works in sales. Every day more than fifteen million people earn their keep by persuading someone else to make a purchase. But dig deeper and a startling truth emerges: Yes, one in nine Americans works in sales. But so do the other eight. Whether we're employees pitching colleagues on a new idea, entrepreneurs enticing funders to invest, or parents and teachers cajoling children to study, we spend our days trying to move others. Like it or not, we're all in sales now. To Sell Is Human offers a fresh look at the art and science of selling. As he did in Drive and A Whole New Mind, Daniel H. Pink draws on a rich trove of social science for his counterintuitive insights. He reveals the new ABCs of moving others (it's no longer "Always Be Closing"), explains why extraverts don't make the best salespeople, and shows how giving people an "off-ramp" for their actions can matter more than actually

changing their minds. Along the way, Pink describes the six successors to the elevator pitch, the three rules for understanding another's perspective, the five frames that can make your message clearer and more persuasive, and much more. The result is a perceptive and practical book--one that will change how you see the world and transform what you do at work, at school, and at home.

The End of Accounting and the Path Forward for Investors and Managers

An innovative approach to winning more profitable sales in the growing professional services industry In recent years, professional services providers have had to rethink their sales methods and adapt to profound changes in the way clients buy services. In response, *Winning the Professional Services Sale* argues for fundamental changes in the seller's mindset and sales strategies. Rather than pressing the sale, salespeople must help clients buy--the way that works best for each client. This new approach gives buyers what they now want in a services seller: a consultative problem solver, change agent, and solution integrator, all rolled into one. Author Michael McLaughlin presents a strategy for winning new business with a holistic approach to each client relationship. Only by fully understanding a sale from every angle, including its impact on the client's business and career, can salespeople thrive in the new era of the service economy.

Game Plan Selling

Sales based on trust are uniquely powerful. Learn from Charles Green, co-author of the bestseller *The Trusted Advisor* how to deserve and, therefore, earn a buyer's trust. Buyers prefer to buy from people they trust. However, salespeople are often mistrusted. *Trust-Based Selling* shows how trust between buyer and seller is created and explains how both sides benefit from it. Heavy with practical examples and suggestions, the book reveals why trust goes hand-in-hand with profit; how trust differentiates you from other sellers; and how to create trust in negotiations, closings, and when answering the six toughest sales questions. *Trust-Based Selling* is a must for anyone in sales, is especially invaluable for sellers of complex, intangible services.

To Sell Is Human

Put into practice today's winning strategy for achieving success in high-end sales! The *SPIN Selling Fieldbook* is your guide to the method that has revolutionized big-ticket sales in the United States and globally. It's the method being used by one-half of all Fortune 500 companies to train their sales forces, and here's the interactive, hands-on field book that provides the practical tools you need to put this revolutionary method into action immediately. The *SPIN Selling Fieldbook* includes: Individual diagnostic exercises Illustrative case studies from leading companies Practical planning suggestions Provocative questionnaires Practice sessions to prepare you for dealing with challenging selling situations Written by the pioneering author of the original bestseller, *SPIN*

Selling, this book is aimed at making implementation easy for companies that have not yet established SPIN techniques. It will also enable companies that are already using the method to reinforce SPIN methods in the field and in coaching sessions.

RED GOLDFISH

In today's technology-saturated world, information is cheap. The Internet has changed everything for prospects--not to mention for the salespeople who hope to win their business. Prospects no longer need that big sales pitch touting all the features and benefits of a product. What's more, they have come to resent old-school selling techniques. As Marc explains in *Game Plan Selling*, winning the business of well-informed prospects is very similar to winning in sports. Consistent success--both in sales and on the field--requires a distinct strategy, a repeatable process and a clear plan to execute with commitment and passion. In this highly practical book, you will learn how to: *Separate yourself from the competition; *Use a simple system to close sales more quickly and with greater frequency; and *Create a personal selling plan to virtually guarantee success.

Digital Marketing Excellence

Zero-Resistance Selling is your guide to literally "reprogramming" your own self-image to help you attain your loftiest selling and career goals. You'll find step-by-step strategies to harness the power of your imagination to wipe away resistance to your sales

presentations become an irresistible "master closer" conquer self-defeating habits and use stress to your advantage.

Time Traps

Four years ago, the bestselling authors of *The Challenger Sale* overturned decades of conventional wisdom with a bold new approach to sales. Now their latest research reveals something even more surprising: Being a Challenger seller isn't enough. Your success or failure also depends on who you challenge. Picture your ideal customer: friendly, eager to meet, ready to coach you through the sale and champion your products and services across the organization. It turns out that's the last person you need. Most marketing and sales teams go after low-hanging fruit: buyers who are eager and have clearly articulated needs. That's simply human nature; it's much easier to build a relationship with someone who always makes time for you, engages with your content, and listens attentively. But according to brand-new CEB research--based on data from thousands of B2B marketers, sellers, and buyers around the world--the highest-performing teams focus their time on potential customers who are far more skeptical, far less interested in meeting, and ultimately agnostic as to who wins the deal. How could this be? The authors of *The Challenger Customer* reveal that high-performing B2B teams grasp something that their average-performing peers don't: Now that big, complex deals increasingly require consensus among a wide range of players

across the organization, the limiting factor is rarely the salesperson's inability to get an individual stakeholder to agree to a solution. More often it's that the stakeholders inside the company can't even agree with one another about what the problem is. It turns out only a very specific type of customer stakeholder has the credibility, persuasive skill, and will to effectively challenge his or her colleagues to pursue anything more ambitious than the status quo. These customers get deals to the finish line far more often than friendlier stakeholders who seem so receptive at first. In other words, Challenger sellers do best when they target Challenger customers. The Challenger Customer unveils research-based tools that will help you distinguish the "Talkers" from the "Mobilizers" in any organization. It also provides a blueprint for finding them, engaging them with disruptive insight, and equipping them to effectively challenge their own organization.

Zero-Resistance Selling

WHERE DO YOU SPEND YOUR TIME? The answer may shock you. In fact, as much as 75 percent of the time you spend at work is probably a waste of time. That's right. 75 percent! If you're looking to the exploding field of time-management tools for answers, you're only wasting more time. After all, you can't manage time. The only thing you can truly manage is what you do with your time. If you're ready to propel your career and your life to new heights, Time Traps is the book. And now is the time. Endorsements: "Time Traps teaches how balancing your time and using it

effectively can get you the freedom you seek.” -Dr. Stephen R. Covey, Author of the international bestseller *The 7 Habits of Highly Effective People* “Todd Duncan knows what it takes to get the most out of a day, and you would be all the wiser for heeding his advice in *Time Traps*. It’s a career and life-changing book.” -John C. Maxwell, New York Times best-selling author of *The 21 Irrefutable Laws of Leadership* “Don’t waste another second reading these quotes! Open this book and start learning how to expand your business without sacrificing your life.” -Gary Keller, Author of *The Millionaire Real Estate Agent* “Todd Duncan shows you how to use your time rather than abuse it. He’ll teach you to make time an ally to become productive and prosperous. Make time to read this book.” -Mark Sanborn, Author of *The Fred Factor* and president of Sanborn & Associates, Inc.

Transforming Performance Measurement

The #1 way to start getting referrals? STOP ASKING In all his years of helping financial professionals build and grow their businesses, Stephen Wershing has learned that the number one way to make sure you don't get a referral is by asking for it. Why? Because studies prove that clients refer you not to benefit you but to benefit themselves. So you have to approach the challenge from a completely new angle. *Stop Asking for Referrals* helps you do exactly that. Inside, Wershing provides the tools you need to get more referrals than ever by designing your practice in a way that gets clients to mention you to friends when the opportunity arises. He calls it "the new referral

conversation," and it works. Define your target market with accuracy and precision Communicate your value clearly and effectively Create your company's unique "brand" Harness the natural, normal social interactions of your clients to serve your marketing efforts You'll also learn how to use client feedback to benefit your business, create your service package, and bring in new business. "The way you have been told to attract referrals is based on an assumption that's wrong," Wershing writes. "And it is undermining your business and your relationships." You will come away with a deep understanding of why and where referrals actually come from, how to tailor your own practice to get people talking about you, and ways to develop a communication plan to project your reputation. So stop asking for referrals--and start attracting more new clients than you ever thought possible. Praise for Stop Asking for Referrals "Steve Wershing helps you unlock the untapped referral potential you have in your business today with an approach that is as comfortable as it is effective." -- JULIE LITTLECHILD, founder and president of Advisor Impact "The most comprehensive, practical, and engaging guide I know of for strengthening existing client connections and cultivating new ones in a way that is experience-based, respectful, and long-lasting." -- OLIVIA MELLAN, psychotherapist, money coach, author of The Client Connection, and columnist for Investment Advisor "Reading this book will revolutionize how you think about growing your business." -- MICHAEL E. KITCES, MSFS, MTAX, CFP, partner, Pinnacle Advisory Group, and blogger, Nerd's Eye View "This book will help you overcome . . . discomfort and show you how to engage your clients

so that they will proudly help you build your business. Kudos for this powerful, one-stop marketing resource!" -- SHERYL GARRETT, CFP, AIF, award-winning author, advisor, and founder of the Garrett Planning Network "Stop Asking for Referrals is on my Top Ten list of books that I believe offer the most meaningful strategies for advisors. . . . Steve's ideas for referral marketing are brilliant and just plain common sense. Advisors will embrace his book as the new referral bible. -- SYDNEY LEBLANC, founding editor of Registered Rep magazine; partner of LeBlanc and Company "Embrace Steve's advice if you'd like to see your practice growth become effortless, boundless, and fun!" -- MARIE SWIFT, CEO, Impact Communications, columnist for Financial Planning magazine, and author of Become a Media Magnet

SPIN® -Selling

Explains how to identify and maximize sales talent, outlines the basic steps of the selling process, and includes an access code to an online assessment test.

The Business of Being YOU

Tough Times can be brought on by any number of factors: a down economy, Mother Nature, shifts in customers' needs, national tragedy--the list goes on and on. These types of changes can be extremely disruptive, even paralyzing, when we're not prepared for them. While many see no other option than to "sit tight" and "ride things out" when crisis strikes, true career professionals in selling understand that the

only way to deal with adversity is to meet it head-on. That's why a positive attitude and a proactive approach to problem-solving are two of the most essential ingredients for success in selling--and why those who embrace them not only to survive but thrive, even in the most difficult of circumstances. Now, in his latest book, **SELLING IN TOUGH TIMES**, world-renowned selling expert Tom Hopkins puts his real-world , in-the-trenches experience to work and shares his plan to reverse the momentum of tough times--and even capitalize on them. With exercises to help you discover previously overlooked opportunities and eliminate waste, along with out-of-the-box methods for recruiting new customers and key tips on how to solidify your existing business, Hopkins gives you powerful ways to spur sales now and for years to come. Learn how to: Mine your client list to generate new leads Keep--and reward--your current customers so that they're loyal for life. Reduce the sales resistance that plagues tough times with tactics that overcome consumers' fears. Woo clients from your competition with 12 new strategies specially tailored for tough times. Cycles will come and go, but the principles of great selling and those who live by them stand firm. Find out how you can achieve your maximum selling potential, whatever the business climate, in **SELLING IN TOUGH TIMES** today.

Stop Asking for Referrals: A Revolutionary New Strategy for Building a Financial Service Business that Sells Itself

Major Account Sales Strategy

THE MARKET-PROVEN PRINCIPLES OF SOLUTION SELLING FOR TODAY'S HIGH-SPEED, HIGHER-PRESSURE SALES ENVIRONMENT The long-awaited sequel to Solution Selling, one of history's most popular selling guides Nearly 10 years ago, the influential bestseller Solution Selling literally rewrote the rules for selling big-ticket, long-cycle products. The New Solution Selling expands the classic text's cases, examples, and situations and sharpens its focus on streamlining the sales process to achieve greater success in fewer steps and a shorter time frame. Much in sales has changed in the past decade, and The New Solution Selling incorporates those changes into an integrated, tailored approach for improving both individual productivity and organizational return on investment. Written to enhance the results and careers of sales pros and managers in virtually any industry, this performance-focused book features: A completely revamped, updated sales philosophy, management system, and architecture Tools to increase the quality and velocity of sales pipeline opportunities Techniques that "Best of the Best" use to prospect for success Solution Selling created new rules for one-to-one selling of hard-to-sell items. The New Solution Selling focuses on streamlining the proven Solution Selling process and quickly differentiating both oneself and one's products from the competition while decreasing the time spent between initial qualifying and a successful, profitable close.

Fierce Conversations

One of the world's leading sales professionals provides detailed advice on converting Leads into Customers, obtaining meetings with Senior Executives, and much more. This book instantly distinguishes itself from the hundreds of "pep talk" sales books on the market by using step-by-step suggestions and simple diagrams spiced up with inspirational and cautionary real-life tales. It is sure to prove a major hit with sales managers and sales professionals looking to "wow" their company and advance their careers.

The New Power Base Selling

With advice and tools for improving a wide array of communication skills--from delivering an effective presentation to drafting proposals to the effective use of e-mail--Business Communication helps managers deliver information effectively.

Forensic Anthropology

Shows how to make the most of conversations by communicating clearly and forcefully, offering advice on how to overcome barriers to meaningful conversation, confront tough issues, and leverage new skills for frictionless debate.

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